



Lexcel Terms & Conditions

and

Guidelines for

Lexcel Assessments

WMQC

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This document sets out the responsibilities of WMQC as the Licensed Assessment Body and the client organisation ('the Practice') in relation to assessment against the Lexcel Standard. Policies on costs and invoicing, cancellation and complaints are also set out below.

TERMS AND CONDITIONS

Responsibilities of WMQC:

1. WMQC, as a Licensed Assessment Body, will administer an independent assessment of a practice in accordance with its contracted obligations to the Law Society to determine whether the Practice is to be certified as having implemented the Practice Management Standards and achieved the Lexcel Quality Standard.
2. Only suitably trained/qualified individuals will be employed, engaged, commissioned or otherwise contracted to perform or quality manage a LEXCEL Assessment or Review.
3. All information gathered during the Assessment will be treated as 'Commercial in Confidence' and handled in accordance with WMQC's Data Protection Policy.
4. WMQC is required by the Law Society to notify them of any actual suspected or threatened default, malpractice or serious non-compliance with the Solicitors' Rules which it becomes aware of in preparation for, in the course of or as the result of any assessment.
5. No assessment or review shall be administered by WMQC until and unless it has been notified by the Law Society that the Assessment or Review (as the case may be) may proceed, unless the application is under the Law Society's 'Commitment Scheme.'
6. After completion of an Assessment or Review WMQC shall provide the Law Society with a copy of the Assessor's report and recommend whether or not in its opinion the Practice concerned should be certified (or its certification be continued) under the Lexcel Scheme.

Responsibilities of the practice:

1. Prior to the assessment, the practice will submit to the Law Society, within the required timescales, a completed Law Society application form and accompanying documents.
2. The practice will make available to the Assessor the files specified and information required in order to carry out the assessment. Where files cannot be made available this may have an effect on the assessment duration and cost.

3. The Practice will work with the Assessor to ensure that sufficient and appropriate information is made available to enable the assessment to take place. The onus is on the Practice to demonstrate to the Assessor that it meets the requirements of the Lexcel Standard.

Costs:

The fees relating to the assessment shall be payable to WMQC. These will be calculated in accordance with Law Society guidelines and the estimated fees, which are subject to VAT, will be notified to the Practice in advance of the assessment. An invoice will be sent to the Practice on completion of the assessment. Travel and necessary accommodation expenses are subject to agreement between the Practice and the Assessor and payable direct to the Assessor.

Cancellation:

Work on the assessment will begin prior to the site visit. If the Practice cancels or postpones the assessment after site visit dates have been agreed, WMQC reserves the right to charge cancellation fees together with any costs incurred by the Assessor or WMQC. If the assessment is cancelled or postponed within 14 days prior to the first on site interview date, then WMQC will charge a sum equal to 50% of the payment that would have been due had the assignment continued. If the assignment is cancelled or postponed less than 7 days prior to the first on site interview date, then WMQC will charge a sum equal to 70% of the payment that would have been due had the assignment continued.

Complaints:

Should the Practice have cause to complain about any part of the assessment process or Assessor it should notify WMQC's Operations Director, Mr Richard Tomes, in writing. The complaint will be managed in accordance with WMQC's Complaints Policy. Should the outcome not be acceptable to the Practice, the Practice may consult with the Law Society to resolve the issue.

Important note: please be aware that meeting the Lexcel Quality Standard itself does not guarantee that a Practice meets its statutory requirements.